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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant(s): Annadata, Anil; Pak, Wai H.; Chen, Mingtse; Jay, Henry D.
Assignee: Siebel Systems, Inc.
Title: System And Method For Maintaining Real-Time Agent Information For Multi-Channel Communication Queuing
Serial No.: 09/823,770 Filing Date: March 31, 2001
Examiner: Not Assigned Group Art Unit: Not Assigned
Docket No.: M-11405 US

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San Jose, California
August 1, 2001

COMMISSIONER FOR PATENTS
Washington, D. C. 20231

PRELIMINARY AMENDMENT

Dear Sir:

Please make the following amendments to the above-referenced application:

In The Claims

The following is a clean version of the entire set of pending claims. In accordance with 37 C.F.R. § 1.121(c)(I)(iii), Attachment A provides marked up versions of the claims containing the newly introduced changes.

1. A method of maintaining real-time data for multi-channel communication queuing, comprising:
forming a list of agent data, wherein the agent data includes information related to types of communication media an agent can access.
2. The method of claim 1, wherein the agent data further includes information related to the agent's skills.